

Department of Auditor-Controller

Children's Group Home Ombudsman Activity Report

August 2012

Total Calls 15

Calls returned within one business day 15
 Calls resolved within 30 business days 15
 Follow-up calls 14

Total Visits 3

Moore's Cottage (8/2/12); Dream Catcher (8/9/12); Project Six (8/22/12)

General Statistics

Callers		Time of Calls	
Female	<u>12</u>	AM	<u>2</u>
Male	<u>3</u>	PM	<u>13</u>
Adult	<u>3</u>	Youth	<u>12</u>

Collaboration Contacts/Referrals

Probation	<u>1</u>
CDSS	<u>0</u>
Mental Health	<u>0</u>
DCFS/Youth Ombudsman	<u>8</u>
Child Protection Hotline	<u>0</u>
Other (Regional Center)	<u>1</u>
TOTAL	<u>10</u>

COMPLAINT PROBLEM CLASSIFICATION

Personal Rights

<u> </u> Allowance	<u> </u> Health/Med, Dental, Psych Care
<u> </u> Clothing/Personal Property	<u>2</u> Respect - Penny Lane & Project Six
<u> </u> Contact	<u> </u> School/Community
<u> </u> Food	<u> </u> Social/Family Contact
<u> </u> Living Conditions	<u> </u> Work/Job Skills
	<u>1</u> Religious Services - West Covina Group Home
TOTAL: 3	

COMPLAINT PROBLEM CLASSIFICATION

Personal

<u> </u> Crime-related	<u> </u> Physical Abuse/Harm
<u> </u> Discipline	<u> </u> Fear, Threats, Intimidation
<u> </u> Discrimination/Isolation	<u> </u> Relationship
<u> </u> Emotional Issues	<u> </u> Sexual Abuse
<u> </u> Pregnancy	<u>1</u> Substance Abuse - Children's Homes of Southern CA
	<u>1</u> Isolation - Project Six visit
TOTAL: 2	

COMPLAINT PROBLEM CLASSIFICATION

Other (Describe)

CSW Concerns <u>4 *</u>	SSI <u>1</u> - Dream Catcher visit
Placement Concerns <u> </u>	ILP <u>1</u> - Dream Catcher visit
Confidentiality <u> </u>	
TOTAL: 6	

* Children's Homes of Southern CA; David and Margaret; Penny Lane

Department of Auditor-Controller

Children's Group Home Ombudsman Activity Report

September 2012

Total Calls 16

Calls returned within one business day	<u>16</u>
Calls resolved within 30 business days	<u>16</u>
Follow-up calls	<u>26</u>

General Statistics	
Callers	Time of Calls
Female <u>6</u>	AM <u>5</u>
Male <u>10</u>	PM <u>11</u>
Adult <u>5</u>	Youth <u>11</u>

Total Visits 2

Maryvale (9/12/12 & 9/13/12); Los Angeles Youth Network (LAYN) (9/20/12)

Collaboration Contacts/Referrals

Probation	<u>5</u>
CDSS	<u>1</u>
Mental Health	<u>0</u>
DCFS/Youth Ombudsman	<u>15</u>
Child Protection Hotline	<u>0</u>
TOTAL:	<u>21</u>

COMPLAINT PROBLEM CLASSIFICATION

Personal Rights

<u>1</u> Allowance	<u>1</u> Health/Med, Dental, Psych Care	Penny Lane
<u>6</u> Clothing/Personal Property	<u>2</u> Respect	Ettie Lee
<u>1</u> Contact	<u>1</u> School/Community	
<u>1</u> Food	<u>1</u> Social/Family Contact	
<u>1</u> Living Conditions	<u>5</u> Work/Job Skills	LAYN visit
TOTAL:	<u>15</u>	

COMPLAINT PROBLEM CLASSIFICATION

Personal

<u>0</u> Crime-related	<u>0</u> Physical Abuse/Harm
<u>0</u> Discipline	<u>0</u> Fear, Threats, Intimidation
<u>0</u> Discrimination/Isolation	<u>0</u> Relationship
<u>0</u> Emotional Issues	<u>0</u> Sexual Abuse
<u>0</u> Pregnancy	<u>0</u> Substance Abuse
TOTAL:	<u>0</u>

COMPLAINT PROBLEM CLASSIFICATION

Other (Describe)

CSW Concerns	<u>1</u> - LAYN visit
Native American \$/SSI	<u>2</u> - LAYN visit
Confidentiality	<u>1</u> - Moore's Cottage
Communication	<u>1</u> - LAYN visit
Missed Haircut	<u>1</u> - LAYN visit
Birth Certificate	<u>1</u> - LAYN visit

TOTAL: 5